

Function:	
PR-4 Missed Appointments	
Definition:	
This metric measures the Percent of Orders completed after the commitment date.	
<p><b>For LNP:</b> The percent of orders completed on time (not early) <b>DSL Loops</b> are considered complete if completed on time on the due date. VZ utilizes serial numbers where CLECs provide them to support on-time performance measures. The use of a DD-2 test or a CLECs 800 # has no impact in the determination of a completed DSL loop.</p> <p><b>Trunks:</b> Includes reciprocal trunks from VZ to CLEC. The percentage of trunks completed for which there was a missed appointment.</p>	
Exclusions:	
<p>?? VZ Test Orders</p> <p>?? Disconnect Orders</p> <p>?? Verizon Administrative orders</p> <p>?? Additional Segments on orders (parts of a whole order are included in the whole)</p> <p>?? Orders that are not complete. (Orders are included in the month that they are completed)</p> <p>?? Suspend for non-payment and associated restore orders.</p> <p>?? LNP orders without office equipment which do not have a trigger order.</p> <p>?? For PR-4-04, and PR-4-14 <b>only</b> exclude orders missed for facility reasons.</p>	
Performance Standard:	
<p>Parity with VZ Retail <sup>1</sup></p> <p>Retail Comparison for IOF is retail DS3 and for EEL is retail DS1</p> <p>LNP: 95% on Time</p> <p>PR-4-02 xDSL Loop – parity with retail specials DS0</p> <p>PR-4-04 Dispatch xDSL: 5%</p> <p>PR-4-14 : 95% on Time.</p>	
Report Dimensions	
<p>Company:</p> <p>?? VZ Retail</p> <p>?? CLEC Aggregate</p> <p>?? CLEC Specific</p>	<p>Geography:</p> <p>?? POTS and Complex: Manhattan, Greater Metro, Suburban and North-State</p> <p>?? Specials &amp; Trunks: New York State (LATA 132 and Remaining State – as identified)</p>

<sup>1</sup> % Missed Appointment Customer – No Standard – Not in Control of Verizon

Sub-Metrics				
PR-4-01	% Missed Appointment – Verizon – Total			
Description	The percent of orders completed after the commitment date, due to Verizon reasons.			
Products	Retail: ?? DS0 ?? DS1 ?? DS3 ?? Specials Other ?? IXC Feature Group D (FGD) Trunks	Resale: ?? DS0 ?? DS1 ?? DS3 ?? Specials Other	UNE: ?? EEL ?? IOF ?? DS0 ?? DS1 ?? DS3 ?? Specials Other	Trunks: ?? CLEC Trunks
Calculation	Numerator		Denominator	
	Number of Orders where the Order completion date is greater than the order DD due to Verizon reasons for product group.		Number of orders completed for product group.	
PR-4-02	Average Delay Days – Total			
Description	For orders missed due to Verizon reasons, the average number of days between committed DD and actual work completion date.			
Products	Retail/VADI: ?? POTS ?? 2-Wire Digital Services. ?? 2-Wire xDSL Loops ?? 2-Wire xDSL - Line Sharing ?? Specials – Total ?? DS0 ?? IXC FGD Trunks	Resale: ?? POTS ?? 2-Wire Digital Services. ?? Specials Total	UNE: ?? POTS ?? 2-Wire Digital Services. ?? 2-Wire xDSL Loops ?? 2-Wire xDSL - Line Sharing ?? Specials Total ?? EEL ?? IOF	Trunks: ?? CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of the completion date minus DD for orders missed due to company reasons by product group.		Number of orders missed for company reasons, by product group.	
PR-4-03	% Missed Appointment – Customer			
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)			
Products	Retail/VADI: ?? POTS ?? 2-Wire Digital Services. ?? 2-Wire xDSL Loops ?? 2-Wire xDSL - Line Sharing ?? Specials ?? IXC FGD Trunks	Resale: ?? POTS ?? 2-Wire Digital Services. ?? Specials	UNE: ?? POTS ?? 2-Wire Digital Services. ?? 2-Wire xDSL Loops ?? 2-Wire xDSL - Line Sharing ?? EEL ?? Specials	Trunks: ?? CLEC Trunks
Calculation	Numerator		Denominator	
	Number of orders where the order completion date is greater than the order DD due to customer reasons for product group.		Number of orders completed for product group.	

<b>Sub-Metrics (continued) PR-4 Missed Appointments</b>			
<b>PR-4-04</b>	<b>% Missed Appointment – Verizon – Dispatch</b>		
<b>Description</b>	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.		
<b>Products</b>	Retail/VADI: ?? POTS ?? 2-Wire Digital Services. ?? 2-Wire xDSL Loops ?? 2-Wire xDSL - Line Sharing	Resale: ?? POTS ?? 2-Wire Digital Services.	UNE: ?? Platform ?? Loop – New ?? Loop – Hot Cut ?? 2-Wire Digital Services. ?? 2-Wire xDSL Loops ?? 2-Wire xDSL - Line Sharing
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Number of Dispatched Orders where the order completion date is greater than the order DD due to Verizon reasons for product group.		Number of Dispatched Orders completed for product group.
<b>PR-4-05</b>	<b>% Missed Appointment – Verizon – No Dispatch</b>		
<b>Description</b>	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.		
<b>Products</b>	Retail/VADI: ?? POTS ?? 2-Wire Digital Services. ?? 2-Wire xDSL Loops ?? 2-Wire xDSL - Line Sharing	Resale: ?? POTS ?? 2-Wire Digital Services.	UNE: ?? Platform ?? Loop – Hot Cut ?? POTS - Other ?? 2-Wire Digital Services. ?? 2-Wire xDSL - Line Sharing
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Number of No Dispatch Orders where the Order completion date is greater than the order DD due to Company Reasons for product group.		Number of No Dispatch Orders Completed for product group.
<b>PR-4-06</b>	<b>Metric Not in Use in New York. Measure moved to PR-9 metrics.</b>		
<b>PR-4-07</b>	<b>% On Time Performance – LNP Only</b>		
<b>Description</b>	Percent of all LNP orders (including the associated retail disconnect orders) where trigger is in place before the frame DD and disconnect is completed after, but on the DD. For LNP <b>only</b> orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.		
<b>Products</b>	UNE: ?? LNP		
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Number of LNP orders, where port trigger is completed one (1) day before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame.		Number of LNP orders completed.

<b>Sub-Metrics (continued) PR-4 Missed Appointments</b>		
<b>PR-4-08</b>	<b>% Missed Appointment – Customer – Due to Late Order Confirmation</b>	
<b>Description</b>	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.	
<b>Products</b>	Resale: ?? POTS ?? 2-Wire Digital Services. ?? Specials	UNE: ?? Platform ?? Loop – Hot Cut ?? POTS – Other ?? 2-Wire Digital Services. ?? 2-Wire xDSL Loops ?? 2-Wire xDSL - Line Sharing ?? Specials
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of orders where the order completion date is greater than the order DD due to customer reasons (for late Order Confirmation [MAC = SC]) for product group	Number of orders completed for product group.
<b>PR-4-09 to 4-13</b>	<b>Metric numbers not available in New York.</b>	
<b>PR-4-14</b>	<b>% Completed On Time – 2-wire xDSL</b>	
<b>Description</b>	% of 2-wire x DSL services completed on time. Complete per VZ and CLEC.  A 2Wire xDSL order is considered completed on time if:  For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or :  For CLECs that do <b>not</b> provide serial numbers; Verizon completed the service on the due date.	
<b>Products</b>	UNE ?? 2Wire xDSL services	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of all orders completed on or before the DD.	Number of completed orders.